Methods and Apparatus for Facilitating the Provision of Services Lindsay T. Atwood

Application No. 09/933,587 Attorney Docket No. 10000.02



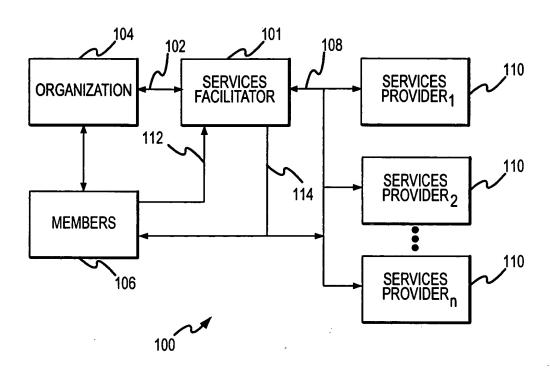


FIG.1

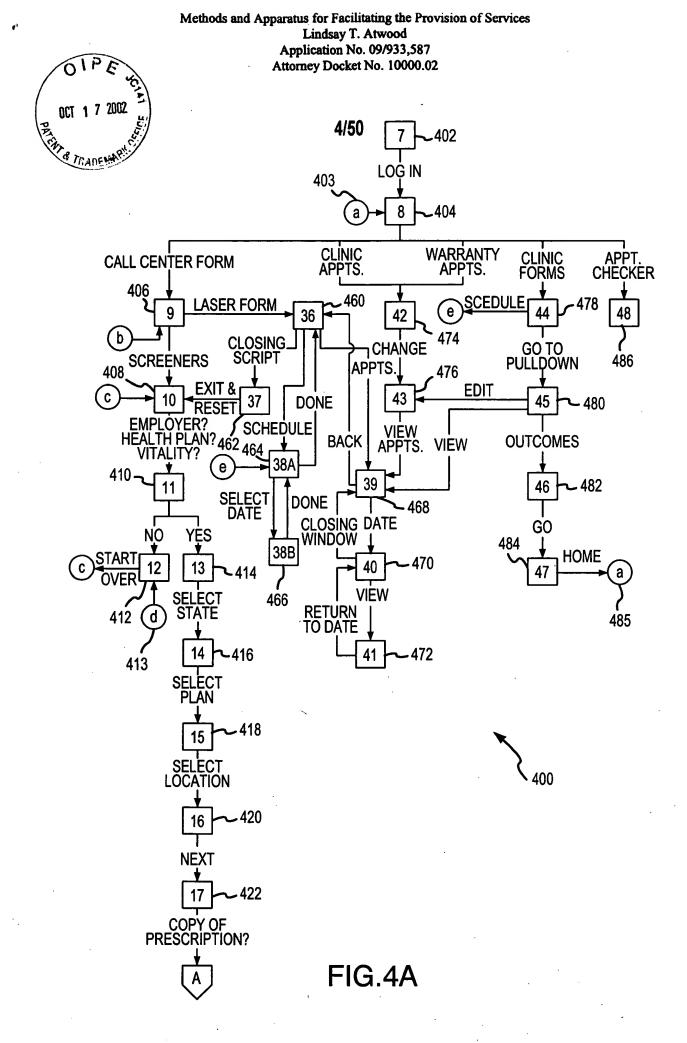
RECEIVED

OCT 2 3 2002

GROUP 3600 Methods and Apparatus for Facilitating the Provision of Services Lindsay T. Atwood Application No. 09/933,587 Attorney Docket No. 10000.02 OCT 1 7 2002 2/50 ENTE TRAPEN HEALTH SERVICES FACILITATOR MARKETS THE VISION PROGRAM TO ORGANIZATION MEMBERS 202 PRODUCES ALL MARKETING MATERIALS 204 MEMBER CONTACTS HEALTH SERVICES FACILITATOR, AND THE HEALTH SERVICES FACILITATOR--EDUCATES THE MEMBER ON LASER VISION CORRECTION -PRE-SCREENS THE MEMBER (SEE SCREENING QUESTIONS) -SELECTS HEALTH SERVICES PROVIDER BASED ON LOCATION 206 \{-GATHERS MEMBER INFORMATION -COLLECTS DEPOSIT -SCHEDULES THE PRE-OPERATIVE EXAMS FROM SCHEDULES 208 PROVIDED BY THE HEALTH SERVICES PROVIDER HEALTH SERVICES PROVIDER PERFORMS COMPREHENSIVE EXAM 210 IF MEMBER IS A CANDIDATE, THE HEALTH SERVICES PROVIDER ENTERS THE SCHEDULED SURGICAL DATE INTO THE HEALTH SERVICES FACILITATOR'S WEB BASED SYSTEM IF MEMBER IS NOT A CANDIDATE, THE HEALTH SERVICES PROVIDER ENTERS INFORMATION INTO THE HEALTH SERVICES FACILITATOR'S WEB BASED SYSTEM AND A REFUND IS PROVIDED HEALTH SERVICES PROVIDER COLLECTS BALANCE OF PROCEDURE FROM MEMBER PRIOR TO OR ON THE DAY OF THE PROCEDURE 216

HEALTH SERVICES PROVIDER PERFORMS THE PROCEDURE

218
-HEALTH SERVICES PROVIDER ENTERS POST-OPERATIVE SURGICAL DATA INTO THE HEALTH SERVICES FACILITATOR'S WEB-BASED SYSTEM AND FOLLOWS UP WITH 1 MONTH, 3 MONTH, AND 6 MONTH POST-OPERATIVE SURGICAL DATA
- HEALTH SERVICES PROVIDER HONORS THE ENHANCEMENT WARRANTY



Methods and Apparatus for Facilitating the Provision of Services Lindsay T. Atwood Application No. 09/933,587 Attorney Docket No. 10000.02 OCT 1 7 2002 5/50 YES NO 424 .454 33 NEARSIGHTED? FARSIGHTED? CONTACTS GLASSES GLASSES STYLE 426 OUT OF **OUT OF** 27 NO (YES, MILD YES, MODERATE CONTACTS STYLE 456 IN RAŅGE IŃ RAŅGE 458 428 ИO 430 YĖS NO 432 YES NO 25 - 436 - 438 YES NO NEXT 440 26 NO **MALE FEMALE** YES YES NO 29 446 442 448 YES - 450 YES - 452 (REGARDLESS OF SELECTION) FIG.4B

Methods and Apparatus for Facilitating the Provision of Services
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OT 1 7 2002

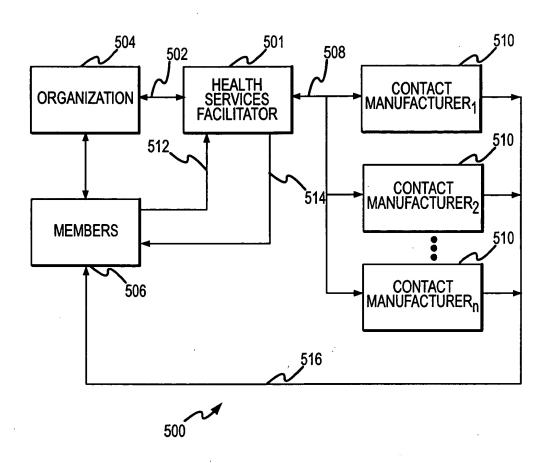


FIG.5

Methods and Apparatus for Facilitating the Provision of Services
Lindsay T. Atwood

Application No. 09/933,587 Attorney Docket No. 10000.02



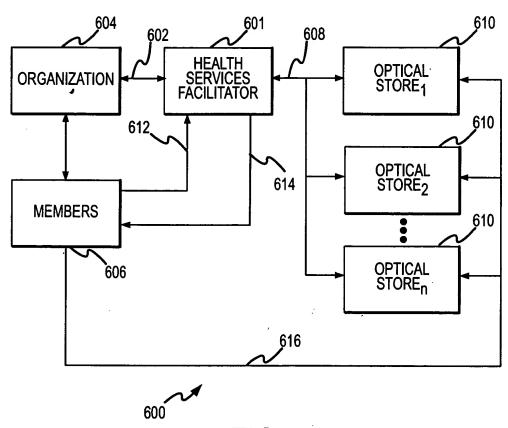


FIG.6

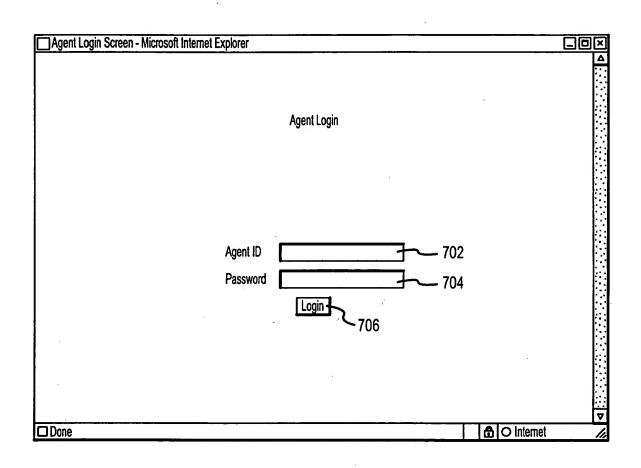


FIG.7

Methods and Apparatus for Facilitating the Provision of Services Lindsay T. Atwood Application No. 09/933.587

Application No. 09/933,587 Attorney Docket No. 10000.02



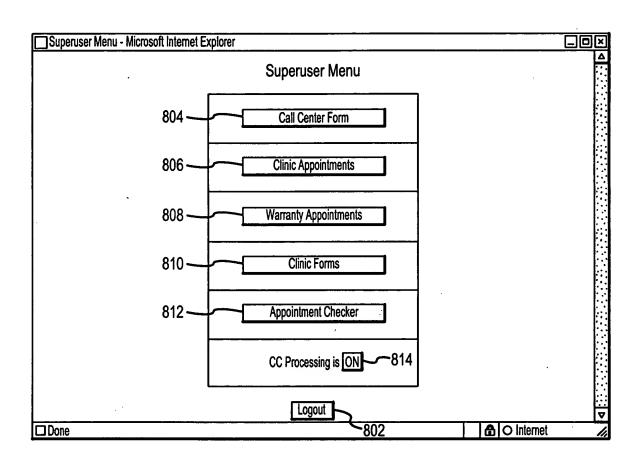


FIG.8

Methods and Apparatus for Facilitating the Provision of Services

Lindsay T. Atwood Application No. 09/933,587 Attorney Docket No. 10000.02



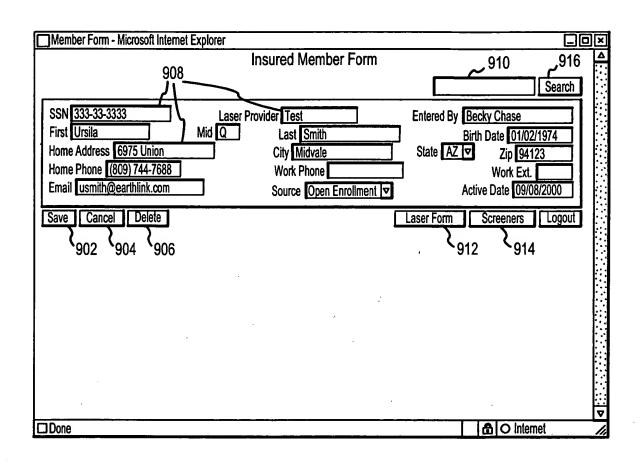


FIG.9



Read the following - Microsoft Internet Explore	er	_0×
Read the following - Microsoft Internet Explore Read the following: Good morning (afternoon) this is Robert, how How did you hear about our pro	may I help you?	Leave Screeners Next>>
	e de la companya de l	
3 Done		★ ○ Internet

FIG.10

Methods and Apparatus for Facilitating the Provision of Services Lindsay T. Atwood Application No. 09/933,587

Application No. 09/933,587 Attorney Docket No. 10000.02



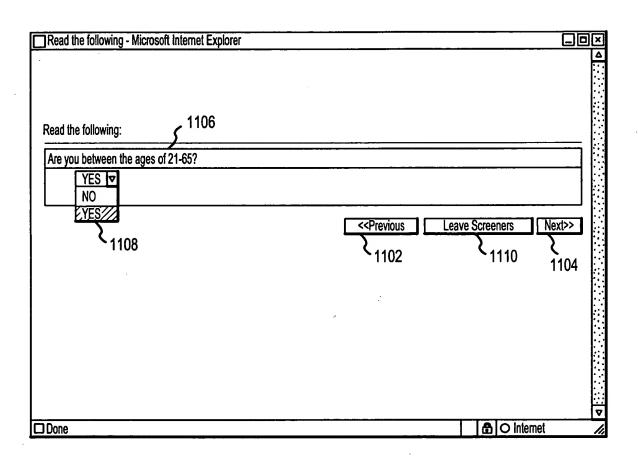


FIG.11



Read the following - Microsoft Internet Explorer	_0×
Read the following:	
I'm sorry, but the laser procedures have limitations, and this is one of them. Unfortunately you would not be a candidate through this program.	
We do offer great savings on contact lenses as well. Do you wear contacts?	
NO: Thank you for calling, have a great day.	
YES: If you know your contact lens prescription I could transfer you now to place an order. Or you could just call the same number and choose the contact lens option and a customer service representative will help you with that order.	
We also have a web site you could use to place your order, it is wwwcom	
Start Over Leave Screene 1202	::
□ Done □ Internet	▼

FIG.12

OCT 17 2002

Methods and Apparatus for Facilitating the Provision of Services Lindsay T. Atwood Application No. 09/933,587 Attorney Docket No. 10000.02

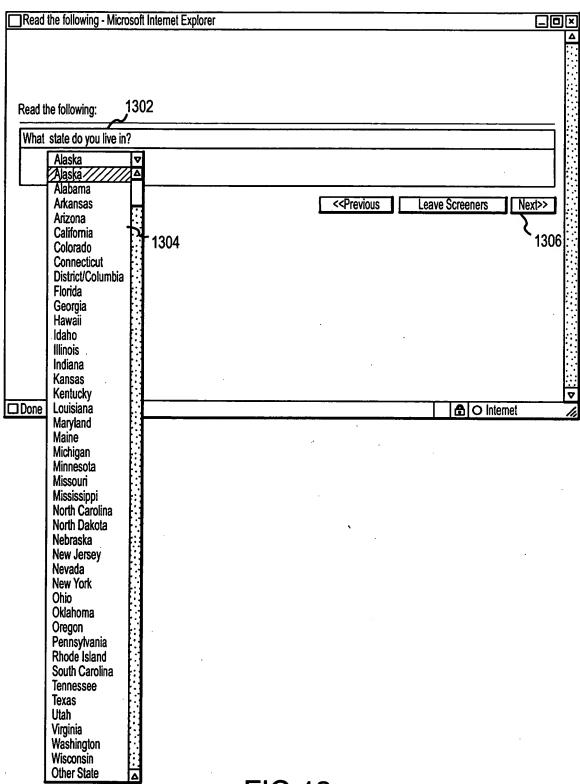


FIG.13

OCT 17 2002

Methods and Apparatus for Facilitating the Provision of Services Lindsay T. Atwood Application No. 09/933,587 Attorney Docket No. 10000.02

Read	the following - Microsoft Internet Exp	orer	_0×
Read	the following:		
Whic	h health plan are you with?		
	AZ United Health Care	V	
IE NO	AZ United Health Care CA Blue Cross CA Health Net of California CA UMDN (Union Members) Carriy - Alcoa Carriy - BC Northem Penn. Carriy - Blue Chip Carriy - Gabrea Blue Cross Carriy - Carring Foundation Carriy - Gateway Carriy - Health Guard Carriy - Highmark BCBS Carriy - Highmark BCBS Carriy - Highmark Inc. Carriy - Independence BC Carriy - Keystone HP Central Carriy - Keystone HP West Carriy - Controlice Carriy - Controlice Carriy - Pennylsion Carriy - Pennylsion Carriy - Pennylsion Special Carriy - Security Blue Carriy - Security Blue Carriy - VueFlex Carriy - VueFlex Carriy - Controlice Controlice Carriy - Security Blue Carriy - Security Blue Carriy - Security Blue Carriy - Controlice Controlice Carriy - Security Blue Carriy - Security Blue Carriy - Controlice Controlice Carriy - Security Blue Carriy - Security Blue Carriy - Controlice Controlice Carriy - Security Blue Carriy -	L CHAINICO.	
IF NO	CA Health Net of California CA UMDN (Union Members)	LOWING:	
l'm so partic	Clarity - Alcoa Clarity - BC Northern Penn.	e list of eligible plans with the program. If you would like to t your health plan's customer service department and express your	
intere	Clarity - Blue Chip Clarity - Capital Blue Cross	tó you.	
	Clarity - Caring Foundation Clarity - Gateway	<previous leave="" screeners<="" td=""><td>Next>></td></previous>	Next>>
	Clarity - Health Guard Clarity - Highmark BCBS	1404	7
	Clarity - Highmark Inc. Clarity - Independence BC		1406
	Clarity - Keystone HP Central Clarity - Keystone HP East		:::::::::::::::::::::::::::::::::::::
	Clarity - Reystone HP West Clarity - Optichoice		
	Clarity - Opticnoice Gold Clarity - Pennsylvania BS		<u>∷:</u> ▼
□Done	Clarity - Pennyision Clarity - Pennyision Special	△ ○ Into	
	Clarity - SecurityBlue		
	Clarity Vision Findovers Health Insurance Co		
	Clarify Vision Employers Health Insurance Co. Employers Wisconsin Insurance Health Value Management, Inc.		
	Health Value Management, Inc. Humana ID Blue Shield Marketooint Agency, Inc. Memorial Sisters of Charity Memorial System of Charity HM NCAS Nat Claims Admin. Serv. OK BCBS BlueLincs OK BCBS Member Service Admin. OK BCBS PPO OK Blue Cross Blue Shield OK GHS OR Providence Pacificare		
	Marketpoint Agency, Inc. Memorial Sisters of Charity		
	Memorial System of Charify HM NCAS Nat Claims Admin. Serv.		
	OK BCBS BlueLincs OK BCBS Member Service Admin.		
	OK BCBS PPO OK Blue Cross Blue Shield		
	OK GHS QR Providence		
	Preferred Vision Care		
	RUSH Prudential		
	SC BCBS (PAI) Planned Administ SC BCBS Companion Healthcare		
	SC BCBS Federal Employees		
	SC BCBS State Employees		
	The Dental Concern, Inc.		
	RI BCBS Rush Prudential SC BCBS (PAI) Planned Administ SC BCBS (PAI) Planned Administ SC BCBS (companion Life SC BCBS Federal Employees SC BCBS HMO Blue SC BCBS State Employees SC Blue Cross Blue Shield The Dental Concern, Inc. The Dental Concern, Ltd. Truvision Referall UNICARE		•
	Union Priority		
	I UT BCBS I UT BCBS Federal		
	UT Employers		
	I III ROCKV MOUDISIDS MMI)		
	UT Truyision UT UHC Vision Select Vitality	FIG.14	

OT 17 2012 WINDERSON

Read the following - Microso	oft Internet Explorer	×
	Tare we offer laser eye services in: (Specified Price Type = HP) itute in Colorado Springs, CO at \$675/\$200 deposit. (HP) itute in Denver, CO at \$675/\$200 deposit. (HP)	
	itute in Denver, CO at \$675/\$200 deposit. (HP)	
click *	eighboring state would be more convenient for the patient, previous" until you can select another state. If the state is led, there is no center available in that state.	ave Screeners Next>> 1506
□ Done	· · · · · · · · · · · · · · · · · · ·	□ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □

FIG.15

Methods and Apparatus for Facilitating the Provision of Services Lindsay T. Atwood Application No. 09/933,587

Attorney Docket No. 10000.02

Read the following - Microsoft Internet Explorer	
Read the following:	1602
Now let me tell you a little about the Laser Center.	
CO-LASER VISION INSTITUTE [LVI] - Denver "Because of your health plan, can offer GREAT SAVI correction.	NGS on Laser Vision
Price Per Eye & Deposit Amounts Vitality Members: \$775.00 / \$400.00	
All Other Health Plan Members: \$676.00 / \$200.00	***************************************
- The price is per eye, and it includes a comprehensive (If the caller asks you can tell them follow-up visits are	e eye exam, the laser procedure, and all pertinent follow up visits. normally set at 1-day, 1 week, 1 month and 3 month)
-This deposit is required to schedule your pre-operativ you decide not to have the procedure or if you are four cancellation. Otherwise, your deposit, is applied to the	e exam, which reserves your exam date. This deposit is fully refundable if and not to be a candidate. The refund is processed 30 days from the date of e price of the procedure.
(The \$450 price per eye is a promotional offer, and only This will be determined at the initial exam.)	y applies to persons with a prescription of -2.00 or lower with no astigmatism.
We have excellent surgeons and the doctor in your are	ea is Dr. Paul E. Cutarelli.
teaching and medical student teaching since 1995. He numerous articles involving Laser treatments. He is the	nents in eye surgery and has remained involved with ophthalmology resident e has done research in various areas of ophthalmology and has published recipient of numerous research awards and has written various book recipient of numerous research awards and has written various book recipient of numerous research awards and has written various book recipient of numerous research awards and has written various book recipient of numerous research awards and has written various book recipient of numerous research awards and has written various book recipient of numerous research awards and has written various book recipient of numerous research awards and has written various book recipient of numerous research awards and has written various book recipient of numerous research awards and has written various book recipient of numerous research awards and has written various book recipient of numerous research awards and has written various book recipient of numerous research awards and has written various book recipient of numerous research awards and has written various book recipient of numerous research awards and has written various book recipient of numerous research awards and has written awards and has a second of the numerous recipient of numerous recipient of the numerous recipient of numerous recipient
The name of the laser center is the	
7900 East Union Ave., Suite 100, Tower III Denver, CO 80237	
Web Address: www.laservisioninstitute.com	
-(if the caller asks you can tell them that at this location (if they ask further questions, tell them the Nidek corre	n they use an FDA approved Nidek EC 5000 Laser.) cts for Nearsightedness and Astigmatism.)
- If you'd like to schedule a comprehensive exam I'll no determine if you are a possible candidate for the proce	eed to ask you some basic medical screening questions which will help idure.
- Yes, click on "Next"	
- No, Thank you for calling. If you have further questions ple	ease visit our website at www.com or your can call me back at
XXX-XXX-XXXX Ext. XXXX. Goodbye.	1604 مرا 1606م
	<previous leave="" next="" screeners="">></previous>
Done	⚠ ○ Internet

OCT 17 2002 BENT TO ANELSON

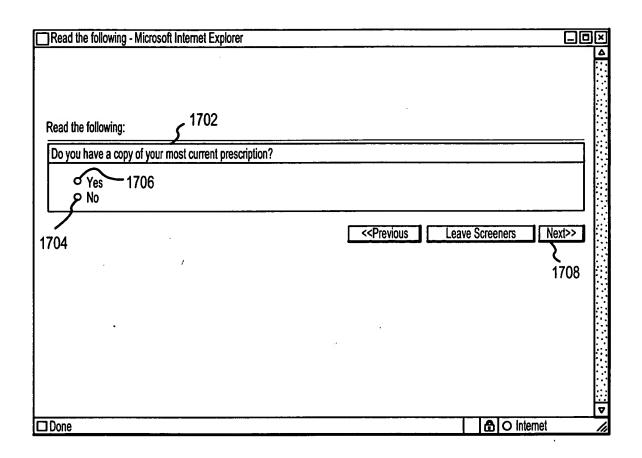


FIG.17

Methods and Apparatus for Facilitating the Provision of Services Lindsay T. Atwood

Application No. 09/933,587 Attorney Docket No. 10000.02



Read the following - Microsoft Internet Explorer	_0×
Read the following: \$\frac{1802}{}\$	<u>△</u>
Do you know if you are nearsighted or farsighted?	
Nearsighted Farsighted-limited locations check your clinic list	
1804 << Previous Leave Screeners	Next>>
Questions to ask to determine whether patient is nearsighted or farsighted if they are unsure:	1808
*Do you wear a correction to help you see objects clearly at a distance? YES-patient is nearsighted	
*Do you wear a correction to help you see small print or small objects up close more clearly? YES-patient is farsighted	
*If you removed your eyeglasses or contact lenses, would you be able to see across the room clearly? YES-patient is farsighted NO-patient is nearsighted	::: ▼
□ Done □ □ □ Int	

FIG.18

Methods and Apparatus for Facilitating the Provision of Services Lindsay T. Atwood Application No. 09/933 587

OT 1 7 2002 LE

Application No. 09/933,587 Attorney Docket No. 10000.02

Read the following - Microsoft	Internet Explorer	_o×
Read the following: Do you have an astigmatism? No Yes,Mild Yes,Moderate	<i></i>	
9 Severe 1906 1904	< <pre><<pre>revious</pre> Leave Screeners</pre>	s Next>>
What is a football s doctor w	astigmatism? Astigmatism is when the comeal surface is irregular. It is more shaped than basketball shaped. Typically if you have any astigmatism your ill have explained this to you during an exam.	1908
□ Done	 	Internet //

FIG.19

OT 17 2002

Read the following - Microsoft Internet Explorer			
Read the following: \$2002			
Has your lens prescription changed significantly in the past year?			
Yes No 2004			
2006	<< Previous	Leave Screeners	Next>>
	:		\
	1		2008
□ Done		_ ♠ ○ Inte	met /

FIG.20



Read the following - Microsoft Internet Explorer	
Read the following: Do you wear glasses for reading and close work only? Yes, I only wear glasses for reading and close work only No, I wear my glasses for more than reading and close work 2104 2106	evious Leave Screeners Next>> 2108
□Done	⚠ O Internet

FIG.21



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Read the following - Microsoft Internet Explorer	
Read the following: \$2202	
We discourage you from this procedure because it will affect your distance vision. However, there is a procecalled "monovision" where the surgeon will correct 1 eye for distance vision and the other eye for near vision. The doctor will determine if this procedure is suitable for you at your comprehensive exam appointment you interested in finding out if this will work for you? No: Thank you for calling TruVision, have a great day.	dure sion. Are
2204 2206	
	xt>> 208 ▼

FIG.22



Read the following - Microsoft Internet Explorer	
Read the following: 2302	
Are you aware of any medical conditions relakeratoconus, RK (radial keratotomy) or amble	ated to your eyes such as glaucoma, cataracts, lyopia (lazy eye)?
2304 2306	Previous Leave Screeners Next>> 2308
□ Done	

FIG.23



Read the following - Microsoft Internet Explorer	_0×
	<u>△</u> ∷:
Read the following: 2402	
Read the following:	
Refractive procedure does not correct conditions such as these. Because of this condition you are no candidate for this procedure.	ota
If the person has any objections read the following:	
Please refer back to your medical doctor for a recommendation. If your doctor says you are a possib candidate then call us back to verify this information and we will gladly schedule a comprehensive ex	le am
	[
<pre> <pre> </pre> Leave Screeners</pre>	Vext>>
	2406
	2400 :::
□ Done □ □ □ Internet	▽

FIG.24



Read the following - Microsoft Internet Explorer		
Read the following: \$2502		
Do you have diabetes?		
Yes Q No		
2504 2506	<pre><<pre></pre> <pre>/</pre></pre>	Next>> 2508
□ Done	☐ O Interne	et .

FIG.25



Read the following - Microsoft Internet Explorer			
Read the following: \$2602			
Do you take medication to control your diabetes?			
Yes No 2604 2606			
	<< Previous	Leave Screeners	Next>>
	ž.		2 608
•			
Done		△ O Interest	emet

FIG.26



28/50

Read the following - Microsoft Internet Explorer	
Read the following: 2702	
I'm sorry, this medical condition eliminates you from the program. However, with a me your physician we could direct you into this providers office for consultation. Once you release, please call back. We will require a faxed copy of the release and then we will conyour initial exam. Thank you for calling.	edical release from u have obtained this ntinue with scheduling
THANK YOU FOR CALLING	
Start Over 2704	Leave Screeners
	: :: :: ::
□Done	♠ ○ Internet

FIG.27

OCT 17 2002

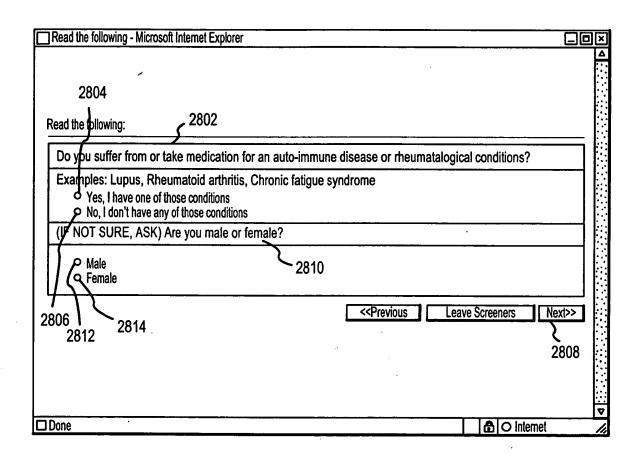


FIG.28



Read the following - Micro	soft Internet Explorer		
Read the following:	2902		
It looks like you could had an overwhelmin secure your time slot any major credit card schedule now? Yes No	be an excellent candidate based presponse to this program. We now, we would need to collect s . This will allow us to actually so	d on your answers to our scree are scheduling on a first com ome information and a fully re chedule your comprehensive	ening questions. We have e first served basis. To efundable deposit using exam. Are you ready to
2904 2906		< <pre><<pre>c</pre></pre>	eave Screeners Next>> 2908
1 Done	,		☐ O Internet

FIG.29

Read the following - Microsoft Internet Explorer		O×
Read the following: 3002		::
Are you pregnant, nursing, or expecting to become	me pregnant?	
Yes, I am (or am planning on being) pregnant		
No, I am not pregnant		
3004 3006		
	<pre><<pre><< Previous Leave Screeners No</pre></pre>	ext>>
	3	3008
		 ▼
□ Done	☐ O Internet	<u>v</u>

FIG.30



Read the following - Microsoft Internet Explorer	
Read the following: 3102	
Do you wear contact lenses, or have you worn contact lenses during the past 3 mont	hs?
Yes Q No	
3104 3106	
and the second s	e Screeners Next>>
	3108
	•. •. •.
□ Done	☐ ○ Internet

FIG.31



Read the following - Microsoft In	ternet Explorer			
			•	
Read the following:	. 3202			
Different types of contacts	must be left out for varying p	periods of time prior to t	he comprhensive even	
What type of lenses do you	u wear?	enous of time phor to t	ne compinensive exam.	
3204 Type of contact	Period of time			
Soft	2 weeks			l
Extended Wear Soft	4 weeks (Patient sleeps in)			ŀ
Soft Toric	4 weeks			:
O Hard Toric	6 weeks			l
 Rigid Gas Permeable 	4 weeks			
 Rigid Gas Permeable 	6 weeks if worn 20+ years			
 Rigid Gas Permeable 	8 weeks if worn 30+ years	:	3206	6
True Hard (PMMA)	8 weeks	J	1	
REMEMBER! Schedule a	ppointment according to this	information.	ζ,	
	, ,			
		<< Previous	Leave Screeners N	ext>>
				
Oone			♠ ○ Internet	

FIG.32

OCT 1 7 2002

Read the following - Microsoft Internet Explorer		
Read the following: \$3302		
Is that prescription for contacts or for glasses?		
This prescription is for glasses This prescription is for contacts 3304 3306		
	<pre><<pre><< Previous Leave Screeners</pre></pre>	Next>>
	÷	3308
	,	
] Done	⚠ ○ Interne	

FIG.33

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Lindsay T. Atwood
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Attorney Docket No. 10000.02

Read the follow	ring - Microsoft Internet Explorer	
		4
		(4)
Read the followi	na: 3402	
		:
Can you read n	ne your prescription?	::
Right Eye	OD Sphere Cylinder x Axis 3404	
Left Eye	os × 3404	
Bifocal Power	Add (Also may be "NV")	
Range:	Sphere	
	(+5.00 to -12.00	
	(+) = indicates farsighted person	
Pongo	(-) = indicates nearsighted person	
Range:	Cylinder (+4.00 to -4.00)	
Range:	Axis	
	(1-180)	
(DO NOT REAL	O) Click here if contact prescription is in 'contacts' style	
Out of Ra		ext>>
	3406	3408 ₹
☐ Done	☐ ○ Internet	li.

FIG.34



36/50

Read the follow	ing - Microsoft Internet Explorer	
Read the following	ng:3502	Δ ::
Can you read n	ne your prescription?	
Right Eye	OD Sphere Cylinder Axis	
Left Eye	05 X	
Range:	Sphere (+5.00 to -12.00 (+) = indicates farsighted person (-) = indicates nearsighted person	
Range:	Cylinder (+4.00 to -4.00)	
Range:	Axis (1-180)	
(DO NOT REAL	D) Click here if contact prescription is in 'glasses' style	
Out of R	ange <previous leave="" screeners<="" td=""><td>Vext>></td></previous>	Vext>>
- Dono	3506	3508 ▼
□ Done		

FIG.35

Read the following - Microsoft Internet Explorer	
Call Center Laser Form	Δ
ID 1002991 Laser Provider Test Entered By: Becky Chase	ור <u>ד</u>
First Ursilla Mid Q Last Smith Birth Date 01/02/1974	
Home Address 6975 Union City Midvale State AZ Zip 94123	
Home Phone (809) 744-7688 ~3610 Work Phone Work Ext	
Email usmith@earthlink.com Source Open Enrollment Active Date 09/08/2000	
Entered By Becky Chase 3610 Laser C	enter
Plan Type UT Truvision Follow up Follow up Date Best Call Time	
Date Paid CC Auth Code 4456 CC Transaction ID 44875654 Card Approve	
Current Comprehensive Tuesday, August 14th, 2001 - 9:45 am Schedule 3614 Paid in Fu	
Transfer To Contact Status Surgery Scheduled Date 08/14/2001 Booked Date 12/14/2000 Refund Amt	回
Surgery Scheduled Time 2:00 PM Cancelled Date Refund Date	= :
Surgery Performed Date Reason Cancelled Refund Auth#	5 :
Laser Notes Refund Refund XID	
Save Cancel Closing Script Appointments Home Lo	gout :
□ Done	1/1
3606 3608 3616 3612 3604	3602

FIG.36

38/50

Read the following - Microsoft Internet Explorer		×
Confirmation Screen		Δ
Read the following: 3702		
Now to confirm your appointment, it is Saturday, August 11th, 2001 at 8:00 am		
The clinic is located at: 123 S. Main St OurTown, AK		
This pre-operative exam will take about 1- 1 1/2 hours. Your eyes will be dilated so you will need a driver and if you have sunglasses, you may want to bring them as well. Arrive a few minutes early to fill out any paperwork necessary and have your insurance card with you to verify your eligibility for the special prices.		
Any information about the laser or surgical procedures can be answered by the clinic at your pre-operative exam. Thank you for calling and good luck.		
Exit and Rese	704	□
□ Done □ Done □ Internet		<u> </u>

FIG.37



39/50

Comprehensive Scheduler - Microsoft Internet Explorer		×
Comprehensive Scheduler		: D
You have to arrive 30 minutes early We need to discuss separate sx days:) rl		
Schedule comprehensive appointment at TEST CLINIC Phone: 888-777-6666 Sun. September 2nd, 2001 Fri. September 14th, 2001		
Current Comprehensive Friday, September 14th, 2001-8:30 am Drop		
3806	Done	
	3810	
•		
		₽
□Done	♠ ○ Internet	
□ Start □ C 图 ○ □ 図 Inbox □ PApplicati (○(1) 00:00) ② https://tr ② Truvisi (○ Docume	७∢७ □ OФ® 3:22 A	M

FIG.38A



Comprehensive Scheduler - Microsoft Internet Explorer		×
Comprehensive Scheduler		<u> </u>
Appointment changed		
You have to arrive 30 minutes early We need to discuss separate sx days:) ri		
Schedule comprehensive appointment at TEST CLINIC Phone: 888-777-6666		
Sun. September 2nd, 2001 Fri. September 14th, 2001 8:00 AM		
8:15 AM 8:45 AM 9:00 AM		
9:15 AM 9:30 AM 9:45 AM		
10:00 AM 10:15 AM 10:30 AM 10:45 AM		
10:45 AM 11:00 AM 11:15 AM		
11:30 AM 11:35 AM	3808	
Current Comprehensive Friday, September 14th, 2001-8:30 am Drop) .	
	Done	₽
□Done	♠ ○ Internet	
Start □ ← 🖾 ○ □ [図 Inbox] [□ Applicati] (○ (1) 00:00] (1) https://trl (1) Truvisi] (○ Docume) 🥆	• ∢ ⊗ □ Ο Φ □ 3:20 A	AM

FIG.38B



TEST CLINIC Laser Center Appointment Book Click on a particular day to view the day's appointments)
Tuesday, August 14, 2001 Saturday, September 1, 2001 << Back 3904	
□Done	↑ O Internet

FIG.39



Print	•	Appointment S	Schedule			
	. 1	Tuesday, Augus	st 14, 2001		4000	
	Appointment Time	Patient Name	Patient Phone	Patient Info	4006	
	9:45 AM	Ursilla Smith	(809) 744-7688	View —	L	
4002	9:45 AM	***************************************			4004	
~~~~~	9:45 AM					
<b>\</b>	9:45 AM					
	10:45 AM					
	10:45 AM					
	10:45 AM					
	10:45 AM	***********				
	11:45 AM		·	***************************************		
	11:45 AM					
	11:45 AM			*		
	11:45 AM	***************************************	**********		}	
			·			
	Viou in	ndividual nation	t info for this day			
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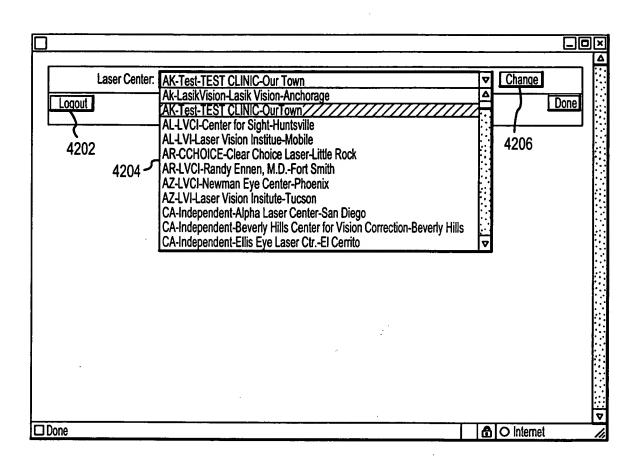
FIG.40

OT 1 7 2002

First Ursilla Mid Q Last Smith	red By Becky Chase  Birth Date 01/02/1974  te AZ Zip 94123  Work Ext Active Date 09/08/2000
Plan Type UT Truvision Deposit 200 Current Comprehensive Tuesday, August 14th, 2001-9:45 am Booked Date 12/14/2000 LaserNotes	Price 749 Paid in full
Print .	Return to Dates 4102
	:: ::: ::: ::: •
<b>⊲</b> LDone	□ O Internet

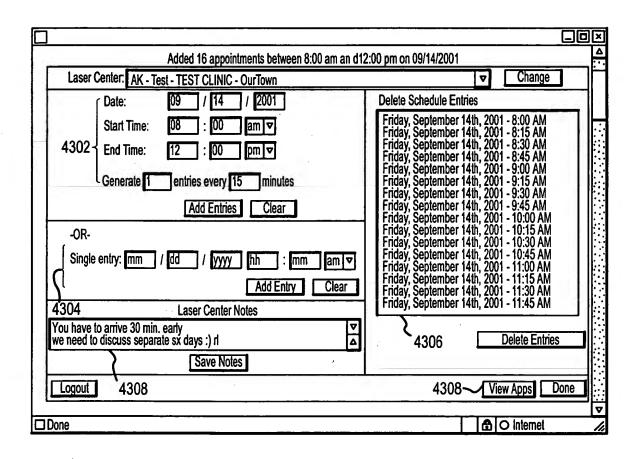
FIG.41

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**FIG.42** 





**FIG.43** 



	Clinic Laser Form		Search
ID 1002991 Laser Provider Test		Entered By: Becky Cha	se
First Ursilla Mic	d Q Last Smith	Birth Da	ite 01/02/1974
Home Address 6975 Union	City Midvale	State AZ	Zip 94123
Home Phone (809) 744-7688	Work Phone	Work Ext	
Email usmith@earthlink.com	Source Open Enrollment	Active Da	te 09/08/2000
Plan Type UT Truvision	Deposit	\$200 Pi	ice \$749
Current Comprehensive Tuesday, August 1	4th, 2001 - 9:45 am	Schedule 4406	Paid in Full One Eye Only
Surgery Scheduled Date 08/14/2001		Booked I	Date 12/14/2000
Surgery Scheduled Time 2:00 PM		Cancelled Date	
Surgery Performed Date		Reason Cancelled	াত
Laser Notes	- <u>-</u>	11000011 0011001100	D A
Save Cancel Print		-GC	) TO - □
4402 4404		<i>;</i>	4408
☐ Done	,	<b>1</b>	O Internet

FIG.44

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Methods and Apparatus for Pacilitating the Provision of Services

Lindsay T. Atwood

Application No. 09/933,587

Attorney Docket No. 10000.02



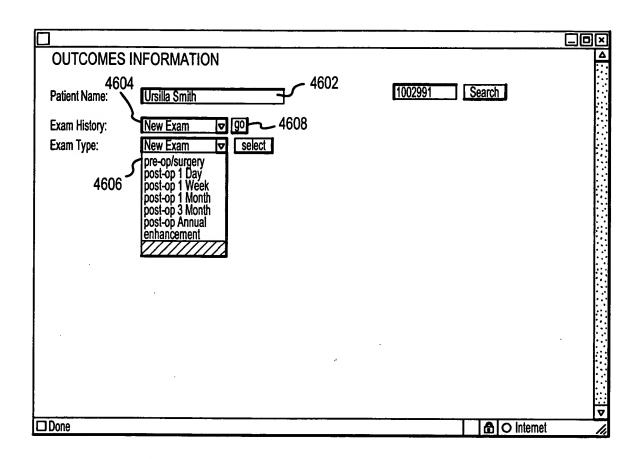
·	Olisia Lassa Farra			□ [ Search
ID 1002991 Laser Provider Test	Clinic Laser Form	Enter	red By: Becky C	
First Ursilla	Mid Q Last Smith		Birth	Date 01/02/1974
Home Address 6975 Union	City Midv	ale	State AZ	Zip 94123
Home Phone (809) 744-7688	Work Phone		Work Ext.	
Email usmith@earthlink.com	Source Open Enrollm	ent	Active	Date 09/08/2000
Plan Type UT Truvision	De	eposit \$200		Price \$749
Current Comprehensive Tuesday, Augus	st 14th, 2001 - 9:45 am	Schedule		Paid in Full
Surgery Scheduled Date 08/14/2001	]			One Eye Only C
Surgery Scheduled Time 2:00 PM			C	lome outcomes — 4506
Surgery Performed Date	7		BassanCarl	Comprehensive Exams- dit
Laser Notes	<del>-</del>	∇ Δ	<i>)</i> [3	iew 4510 Narranty Exams-
Save Cancel Print			-4508	dit iew
\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \		4	4510 E	GO TO -  ▼
4502 4504				
lone				O Internet

FIG.45

### viculous and Apparatus for racilitating the Provision of Services Lindsay T. Atwood

Application No. 09/933,587 Attorney Docket No. 10000.02





**FIG.46** 

### wieunous and Apparatus for racintating the Provision of Services Lindsay T. Atwood

Lindsay T. Atwood Application No. 09/933,587 Attorney Docket No. 10000.02



Outcomes Information	<u> </u>
Patient Name: Ursilla Smith	1002991 Search
Exam History: New Exam ▼ Go	
	ctive Date: 04/26/2001
Examining Doctor Name: Dr. John Smith $\checkmark \sim 4704$	
OD	OS 🗆 🗒
VAsc 20/ 10 ▼ VAcc 20/ 10 ▼	VAsc 20/ 10 VAcc 20/ 10 V
(MR) 50 X	(MR) X
VD 0 mm	VD 0 mm
K-readings (diopters) / X	K-readings (diopters) X
Steroid Drops NSAID Drops Anti-Biotic Drops FML	Rewetting Drops Bion Tears
Seems to be working.	Complications 4710
Surgeon Name: Dr. John Smith	
OD	OS
Surg Type: Lasik DATE: 12/15/2000 distance	Surg Type: Lasik
Rx Entered: -3.75/-1.75 X 180	DATE: 12/15/2000 distance Rx Entered: -3.25/-1.00 X 086
Pachymetry	Pachymetry
Laser Used: Autonomous LADAR Vis Micro Karatome: Morta LSKI	
4706	
Save	
Home <b>→</b> 4702	, v
□Done	↑ O Internet

FIG.47



50/50

		3
Appointment Checker		$\sim$
-No schedule conflicts were for	ound-	
Logout Home 4802		
, ,		
□ Done	☐ O Internet	-

FIG.48